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Comprehensive POS Web Application Outline

Subscription-Based, Multi-Country Functionality

Objective

Develop a comprehensive, scalable, subscription-based POS system designed for global use. The system will allow multiple companies to operate independently while being centrally managed by a Super Admin. It incorporates hierarchical access, detailed revenue-sharing logic, automated invoicing, and advanced analytics, making it ideal for hotel partnerships and diverse operational needs.

Core Features and Modules

1. Multi-Country and Multi-Company Support

Enable multiple companies across different countries to operate independently, each with localized settings, while the Super Admin oversees global operations.

Key Functionalities:

1. Super Admin Role:
   - Manage the overall system, including companies, subscription plans, and usage.
   - Monitor company-level performance, such as revenue, sales trends, and subscription activity.
   - Configure global default settings (e.g., currencies, languages, tax structures).

2. Company Admin Role:
   - Admins manage individual companies, overseeing branch operations and customizing their company-specific configurations.
   - Set up country-specific tax rates, currency preferences, and local branding.

3. Branch Management:
   - Each company can create and manage multiple branches, ensuring operational independence.
   - Branches have isolated dashboards for managing sales, inventory, and employee performance.

4. Localized Configurations:
   - Country-specific features, such as tax rules, currency conversions, and language support.
   - Enable/disable certain modules to comply with local laws and practices.

Example Use Case:

A company operating in Jamaica and Mexico can set different tax rates, revenue-sharing percentages, and branding for their branches, while the Super Admin monitors aggregated global performance.

2. Subscription Management

Allow the system to function as a subscription-based service, enabling multiple companies to pay for access based on their chosen plan.

Key Functionalities:

1. Subscription Tiers:
   - Basic Plan: Single branch access, limited features.
   - Pro Plan: Multi-branch access with advanced reporting and analytics.
   - Enterprise Plan: Unlimited branches, custom integrations, and premium support.

2. Payment Gateway Integration:
   - Integrate with global providers (e.g., Stripe, PayPal) and local payment gateways for flexible billing options.

3. Automated Billing:
   - Generate invoices for subscription fees.
   - Set up recurring payments and send automated reminders for overdue payments.

4. Trial and Discounts:
   - Offer trial periods for new users.
   - Provide discount codes for promotional campaigns.

5. Subscription Monitoring:
   - Track active, pending, and expired subscriptions.
   - Super Admins and Company Admins can view payment histories and renewal schedules.

Example Workflow:

1. A company selects the Pro Plan, which supports 5 branches.
2. The system calculates the monthly subscription fee and generates a recurring invoice.
3. Payment is processed via Stripe, and the system updates the subscription status to “Active.”

3. Super Admin Dashboard

Provide centralized control for managing all companies, branches, and system-level configurations.

Key Functionalities:

1. Global Oversight:
   - Add, edit, or deactivate companies and branches.
   - Monitor revenue, sales trends, and subscription payments across all users.

2. Customization Tools:
   - Configure branding templates for individual companies (e.g., logos, colors).
   - Set global parameters like default tax rules, payment gateways, and system-wide notifications.

3. Performance Metrics:
   - Generate aggregated reports for all companies, showing trends and growth opportunities.
   - Compare company performance across countries or regions.

4. Access Control:
   - Assign roles and permissions at global, company, and branch levels.

Example Use Case:
The Super Admin reviews a report comparing subscription revenue from companies in Jamaica, Mexico, and the Dominican Republic, identifying trends for regional market growth.

4. Order and Sales Management

To streamline the management of customer orders and integrate them seamlessly with sales processes, ensuring accurate revenue tracking, inventory updates, and reporting. This module combines the operational aspects of handling orders with real-time sales data to optimize efficiency and transparency across all branches.

Key Functionalities

1. Order Creation and Tracking

Order Entry:

Attendants or employees create orders directly in the POS system by selecting items (e.g., hookahs, bottles, cabanas).

Orders can be associated with specific customers, rooms, or tables, depending on the use case.

Order Queue:

Display pending, active, and completed orders in a dashboard for each branch.

Prioritize orders based on urgency or customer preference.

2. Integration with Payment Options

Flexible Payment Methods:

Orders can be paid using cash, credit card, or charge-to-room options.

Payments are processed during order checkout, automatically linking the transaction to the sales system.

Charge-to-Room Workflow:

Orders tagged as "charge-to-room" prompt employees to input guest room details and transaction numbers for hotel billing reconciliation.

3. Real-Time Inventory Updates

Automatically deduct inventory as orders are processed and marked as completed.

Inventory levels are updated across locations, triggering low-stock alerts if thresholds are reached.

4. Revenue Sharing Integration

Apply revenue-sharing rules at the order level:

Calculate hotel retention and Huqqa Jamaica’s share for each order item.

Include cost of goods deductions in the revenue breakdown.

5. Order Modification and Cancellation

Modify orders before finalizing them to accommodate customer requests.

Cancel orders with manager approval, logging reasons for cancellation to maintain data integrity.

6. Consolidated Reporting

Generate detailed reports combining order and sales data:

Track total orders, revenue generated, payment methods, and sales trends.

Segment reports by location, product type, or customer category (e.g., room charges vs. direct purchases).

7. Order-Sales Sync

Automatically sync completed orders with sales records:

Each finalized order generates a corresponding sales entry, ensuring consistency in revenue tracking.

Link sales data to employee performance for commission tracking.

Workflow Example

1. Step 1: Order Creation

A customer requests a hookah package and a bottle of wine. The employee creates the order in the system, selecting the items and tagging it as “Charge-to-Room.”

2. Step 2: Inventory Deduction

The system automatically deducts the hookah flavor, coal, and wine bottle from inventory levels for the branch.

3. Step 3: Payment Processing

At checkout, the employee enters the customer’s room number and hotel transaction ID. The system logs the order as "charge-to-room" and links it to the hotel invoice.

4. Step 4: Revenue Sharing and Reporting

The system calculates:

Hotel Retention (20%)

Huqqa Jamaica’s Share (80%)

Cost of Goods Deduction (10%)

The finalized revenue breakdown is included in both the sales report and the hotel invoice.

5. Step 5: Sales Record Creation

The order is marked as completed, generating a corresponding sales entry that integrates with employee commission tracking and revenue analytics.

6. Employee Management with Payroll

Centralize employee data and integrate payroll with performance metrics.

Key Functionalities:

1. Employee Profiles:
   - Maintain detailed employee records, including performance metrics and payroll history.

2. Integrated Payroll:
   - Calculate salaries, commissions, and deductions based on sales performance.
   - Automate payslip generation and email distribution.

3. Performance Tracking:
   - Link employee evaluations to sales and operational data.

Example Use Case:
An employee earns a commission for selling 20 hookahs, which is automatically added to their monthly payroll.

7. Inventory Management
Track stock usage and prevent wastage for each branch.

Key Functionalities:
1. Real-Time Integration:
   - Deduct inventory as sales occur.

2. Inter-Branch Transfers:
   - Facilitate stock transfers with manager approval.

3. Low-Stock Alerts:
   - Notify managers when inventory falls below thresholds.

Example Use Case:
A branch's inventory dashboard shows low stock alerts for coals, enabling the manager to reorder before stock runs out.

8. Recruitment and HR Management
Streamline hiring, onboarding, and employee management.

Key Functionalities:
1. Candidate Tracking:
   - Manage job applications with interview scheduling and email automation.

2. Onboarding:
   - Seamlessly transition successful candidates into employee profiles.

3. Monthly Evaluations:
   - Conduct staff evaluations tied to performance metrics.

Example Use Case:
The HR manager schedules an interview for a candidate, sends an automated email, and transitions the successful hire into the payroll system.

9. Reporting and Analytics (OpenAI Integration)
Provide actionable insights for operational optimization.

Key Functionalities:
1. Global and Local Reports:
   - Compare performance across countries, companies, or branches.

2. Predictive Analytics:
   - Use AI to forecast trends and opportunities.

Example Use Case:
Predictive models identify peak sales periods and suggest inventory adjustments accordingly.

Outcome

A subscription-based, multi-country POS system that offers complete operational flexibility, robust revenue-sharing calculations, and advanced analytics for global scalability. The platform enables seamless management of multiple companies with localized settings and centralized control for Super Admins, making it ideal for expanding Huqqa Jamaica’s business model to other regions.